User Guide

WELCOME PORTAL

Verizon Voice Cypher

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Introduction to the Welcome Portal

Overview of the Voice Cypher Management System

The ordering and provisioning architecture for the Verizon Voice Cypher system is shown in Figure 1, derived from the associated interface specification.

A Customer (an agency, enterprise or other group) may purchase Voice Cypher products through the Verizon Wireless ordering system (the Service Creation and Management, or SCM, platform) as shown in step 1 of the diagram. Each Order is passed to the Voice Cypher Order API (step 2) which validates it and passes the information to the Welcome Portal.

If this is a new Customer, the Welcome Portal creates the Customer Contact account and login details, which are communicated back through the VZW systems to the Customer (step 3) to the administrator who is responsible for managing the account.

An Order may include a License, which defines the number of Devices for which the Voice Cypher service has been purchased (but at this stage does not define which Devices). A Customer may send multiple Orders over time; each will be associated with its own License, since each License has its own start date and expiration date.

The Customer Contact can now access the Welcome Portal (step 4) and manage their Orders, including specifying the details of the Devices to be provisioned under each License, which will then allow the End Users of those Devices to begin using the Voice Cypher service (step 5). Devices can be put into Groups for easier management within the management system.

(Similar steps apply for all order-related transactions, whether adding or renewing licenses, deleting them or suspending the service to a given Customer.)

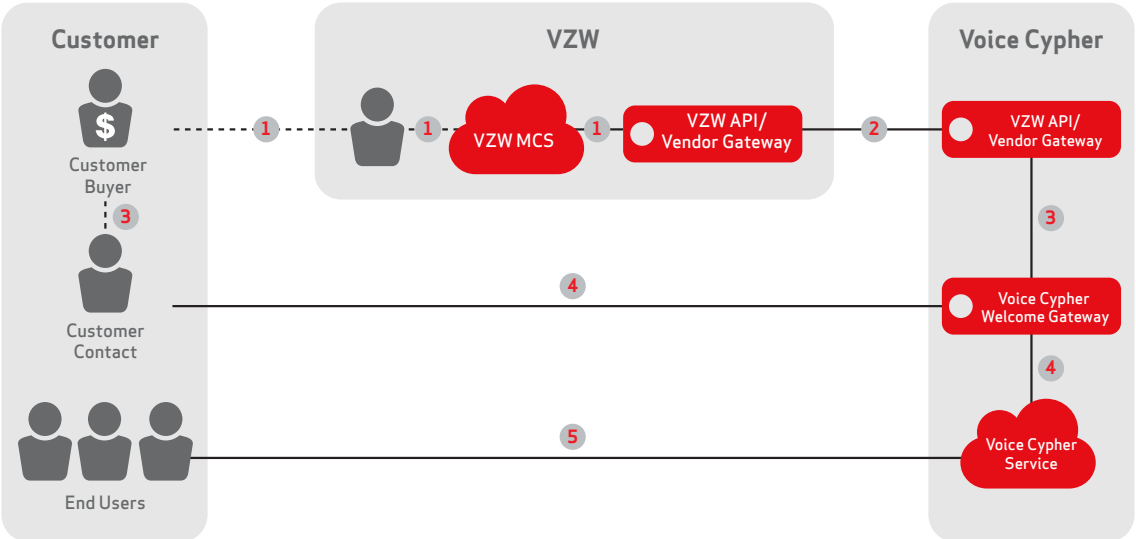


Figure 1: Overview of the Voice Cypher ordering and provisioning system

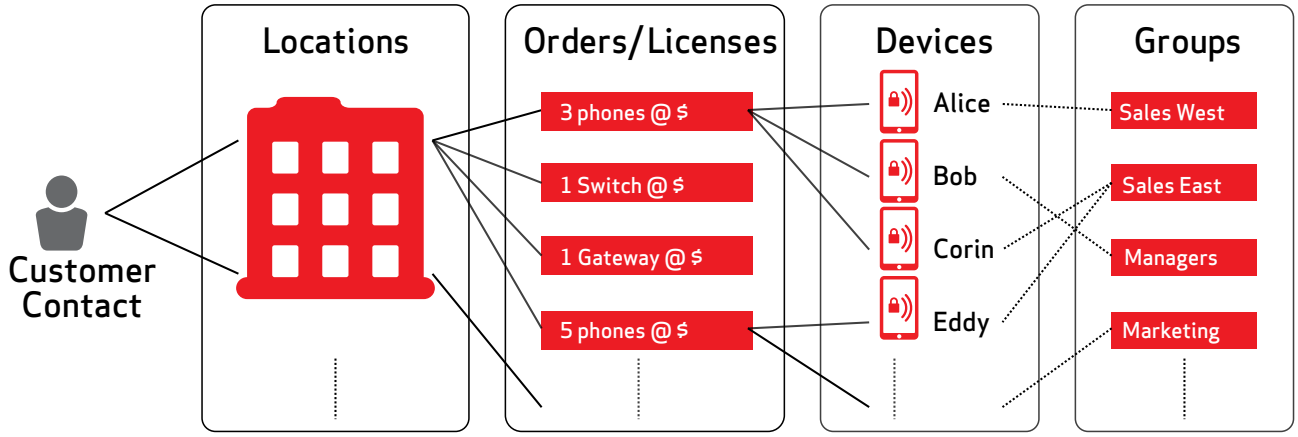


Figure 2: Key relationships between objects

A Customer Contact may be responsible for more than one Location (each of which has its own "account" in the VZW ordering system). Each Location may submit multiple Orders, some of which will have associated Licenses (e.g., to add three phones to the system). The Customer Contact can then define which Devices are to be licensed (e.g., the Devices belonging to Alice, Bob and Corin). For ease of management, the Customer Contact can also allocate each Device to a Group (e.g., the Devices for Corin and Eddy are both in the "Sales East" Group).

About the Welcome Portal

The Welcome Portal is a Web-based interface that allows a Customer Contact to define which End-User Devices should be enabled to use the Voice Cypher service (within the limits of the License purchased from VZW).

This user manual describes how to perform this Device provisioning and management role.

Conventions

Key terms are in capitalized bold text the first time they are described, and thereafter are capitalized to distinguish them.

On the Welcome Portal, page names are shown underlined while user interface buttons and links are shown outlined and important screen text is shown in bold.

Getting Started

Customer Contact

Customers are expected to define an individual who will manage their Voice Cypher devices. This Customer Contact is provided with access to the Welcome Portal and this person will receive all notifications from the system. The Verizon Wireless point-of-sale systems will refer to this contact as the "IT Administrator."

When the first order from a Customer is processed by the Voice Cypher order system, it must include details of the Customer Contact. The login details for accessing the Welcome Portal are sent to this Customer Contact by an automated email which includes a link to the Welcome Portal login page.

Hereafter, when this document refers to "you," it means the Customer Contact.

Logging In

On first login, you are required to update the initial password to one of your choosing (see "Password Security" below).

Once you are logged in, the Home page is displayed (see Figure 3).

When you have finished using the Welcome Portal, you should sign out of the system by clicking **Sign Out** in the top-right corner of the screen.

You will be logged out automatically if you have not used the Welcome Portal for a given period of time (default 15 minutes).

Password Security

The default security settings are as follows (these parameters can be configured by the customer IT administrator):

+ Passwords must be between eight and 20 characters long.
+ Passwords must contain at least one lowercase letter, one uppercase letter and one numeric digit.
+ Passwords cannot repeat the same character more than twice in sequence.
+ Passwords expire after 90 days; you must then update your password and will be denied access to the rest of the system until you do so.
+ Password changes require a different password from the previous one.
+ After three failed login attempts, you will be locked out for five minutes. After that time, you can try again.

User Interface

The Welcome Portal user interface consists of a number of Web pages. The first page you see is the Home page; from here, you can navigate to other pages that provide details of the Orders, Devices and Groups (of Devices) available to you.

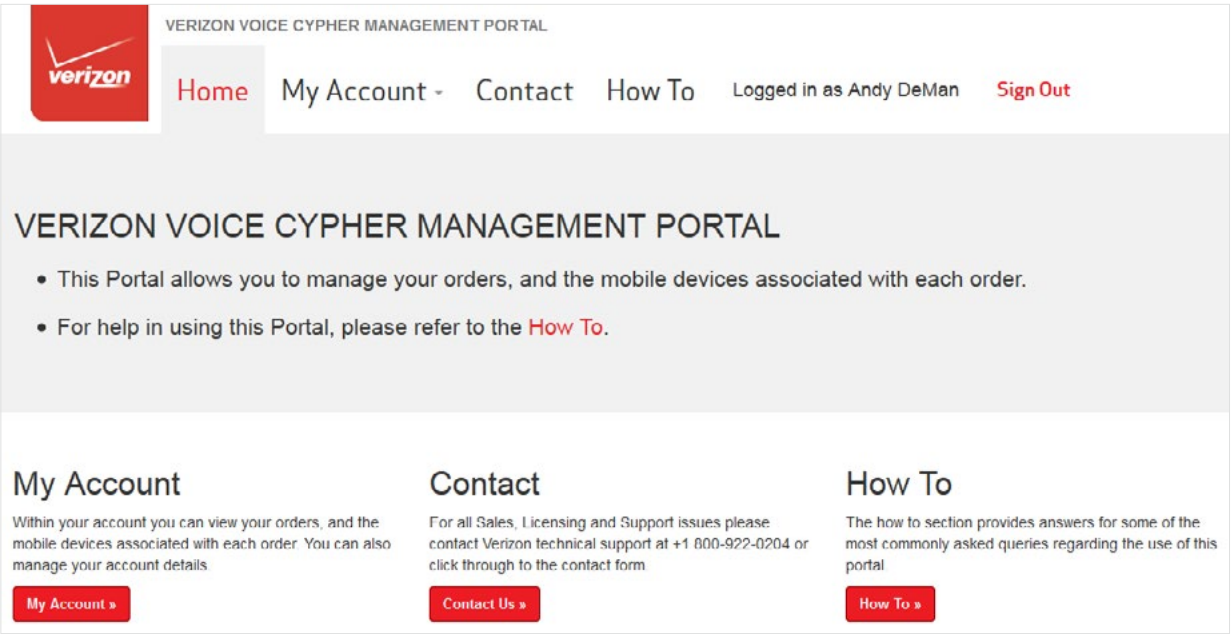


Figure 3: Home page showing typical page layout

Masthead: Tabs

Along the top of the screen is a "masthead" with several selectable Tabs:

+ **Home.** Clicking this tab brings you back to the Home page (as shown in Figure 3).
+ **My Account.** Manage your company and login details, Orders, Devices, etc.
+ **Contact.** Displays your User details (name, email address, Role, etc.).
+ **How To.** Provides a link to simple guidance regarding the use of the Welcome Portal.

Masthead: Login Status

At the top right, the screen confirms if you are signed in:

+ **Sign Out.** Clicking this button will log you out of the Welcome Portal.

Tab Descriptions

At the bottom of the screen are short descriptions of the purpose of each Tab.

My Account

The **My Account** Tab provides access to all your account information (from a drop-down menu):

+ **My Details.** Modify your Company and Customer Contact details (see below).
+ **My Orders.** View the state of Orders your Company has submitted via the VZW ordering process.
+ **My Licenses.** Manage the Licenses associated with each of your Orders, i.e., those Orders that alter the number of Devices your organization can use.
+ **My Devices.** Manage the Devices associated with your Orders, e.g., provisioning new Devices.
+ **Add Device.** Add a new Device (a quick click-through to speed up adding new Devices).
+ **My Groups.** Simplify listing and viewing of Devices by assigning them to Groups.
+ **My Locations.** The Locations/Accounts that you manage.

My Details

The **My Details** page shows your Customer Contact details:

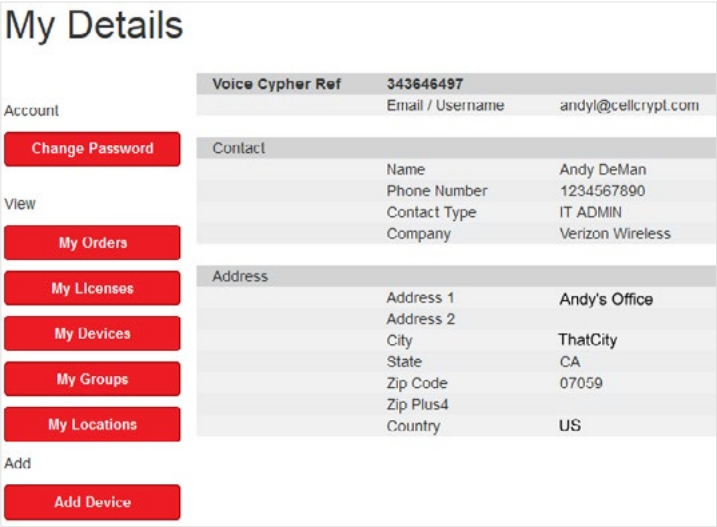


Figure 4: My Details page

On the left side are buttons to update these details or change your password:

+ **Change Password.** The Welcome Portal will enforce predefined rules regarding when you need to change your password; you can also change it at any time by clicking this button.

There are also buttons to take you directly to your Orders, License, Devices, Groups and Locations pages (as a faster click-through rather than using the masthead Tabs).

Finally, you can add a new device directly from this page. If you have only one License for devices, this will take you directly to the Add Device page; if you first need to select which License to add the device to, this will take you to the My Licenses page (see Figure 7).

My Orders

The My Orders page lists the Orders received from your Company:

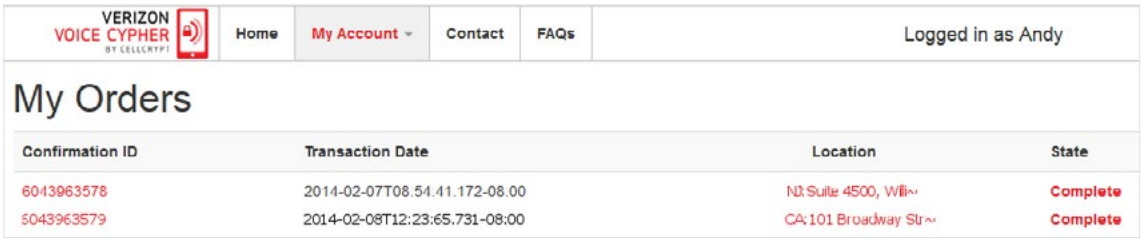


Figure 5: An example list of Orders

Each Order has the following details:

+ **Confirmation ID.** Specific to this Order; this links through to the associated Order page (see below).
+ **Transaction Date.** Date and time.
+ **Location.** An abbreviated form (U.S. state: first line of address) of the delivery address for this order (links back to the My Location page).
+ **State.** Indicates the Order status, which will be one of:
  - **Complete.** Indicates the Order was successfully processed.
  - **Partly Complete.** For an Order with multiple Line Items, some of these have been successfully processed but others are awaiting processing.
  - **Pending.** The Order is awaiting processing.
  - **No Line Items.** There were no Line Items in this Order that require processing by the Welcome Portal.

Order Details

The details of a specific Order are shown as follows:

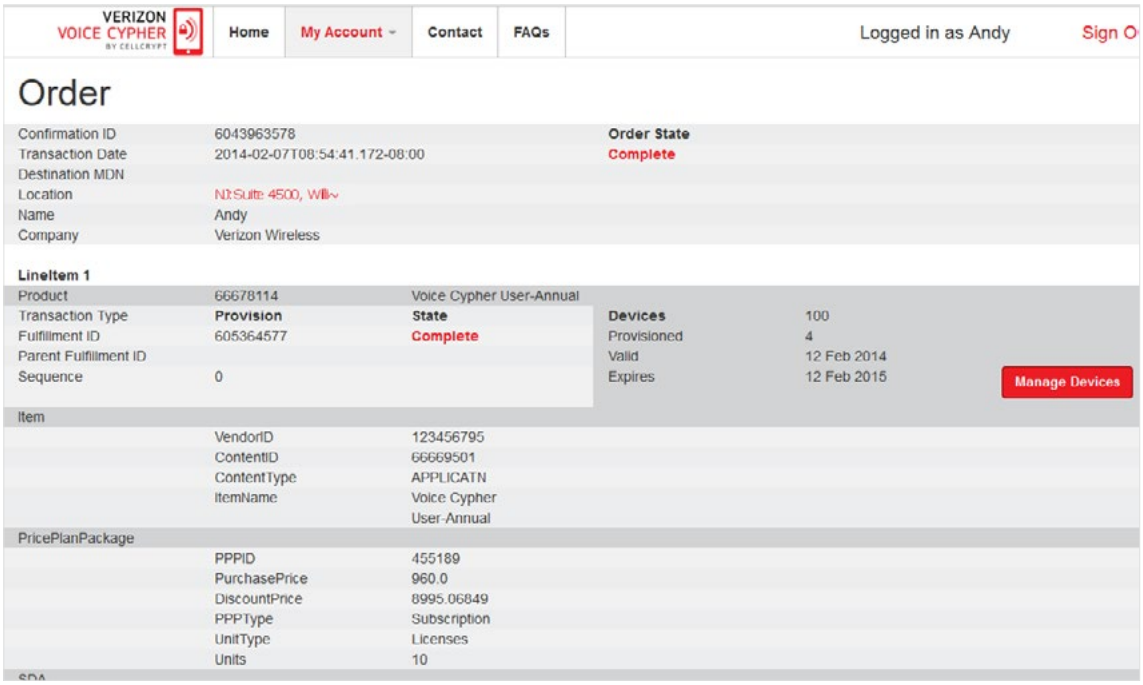


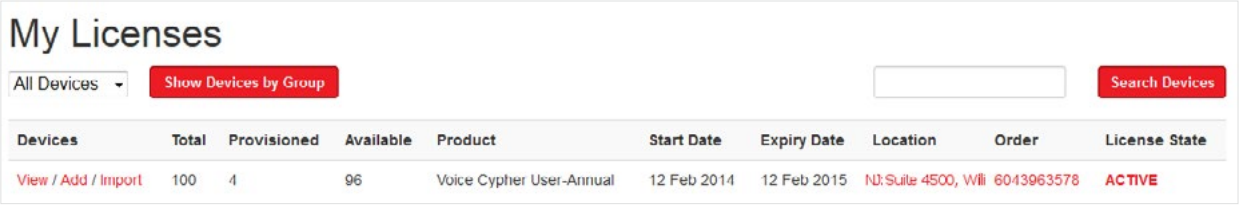
Figure 6: An example Order

The main information of relevance is:

+ Confirmation ID, Transaction Date, Order State and Location (as shown on the My Orders page).
+ The details for each Line Item in the Order are then shown. Each Line Item may be associated with a parent Order (via a Parent Fulfilment ID) and may include licensing for Devices. To enter or change the details of these Devices, click on the **Manage Devices button** (which takes you to the Devices page).

My Licenses

End-User Devices must be associated with an Order that includes device Licenses. Each such Order is listed on this page:



Devices	Total	Provisioned	Available	Product	Start Date	Expiry Date	Location	Order	License State
View / Add / Import	100	4	96	Voice Cypher User-Annual	12 Feb 2014	12 Feb 2015	NJ:Suite 4500, Wil	6043963578	ACTIVE

Figure 7: Orders with associated Device licenses

Each Order is shown with the details of the License associated with that Order:

+ The Total number of Devices associated with each License
+ The number of Devices already Provisioned against each License
+ The remaining Available Devices that can be provisioned against each License
+ The Product type of the License
+ The Start Date and Expiration Date of the associated License
+ The Location purchasing the Licenses (which links to the Location details)
+ The Order number (which links to the Order details)
+ The License State, i.e., whether it is active (currently valid)

Click **View** to see the Devices page showing the Devices currently provisioned against that License.

Click **Add** to provision a new Device against this License.

Click **Import** to read in a file of new Devices to be provisioned against this License. During an import you can also choose to associate the imported Devices with a particular Group.

Devices can then be listed by Group, by selecting the Group from the drop-down and clicking **Show Devices by Group**; this will display the My Devices page showing all the Devices in that Group.

Specific Devices can be searched for by entering a relevant piece of information (e.g., part of its Name, Device ID, Secure Number or Brand) into the text box on the right and clicking **Search Devices**; this will display the Devices page showing the Devices which match that information.

Provisioning a New Device

When provisioning a new Device, the Add Device page is shown (you may first have needed to select the Location and/or Order to which the Device is assigned, to make sure that it is allocated to the correct License):

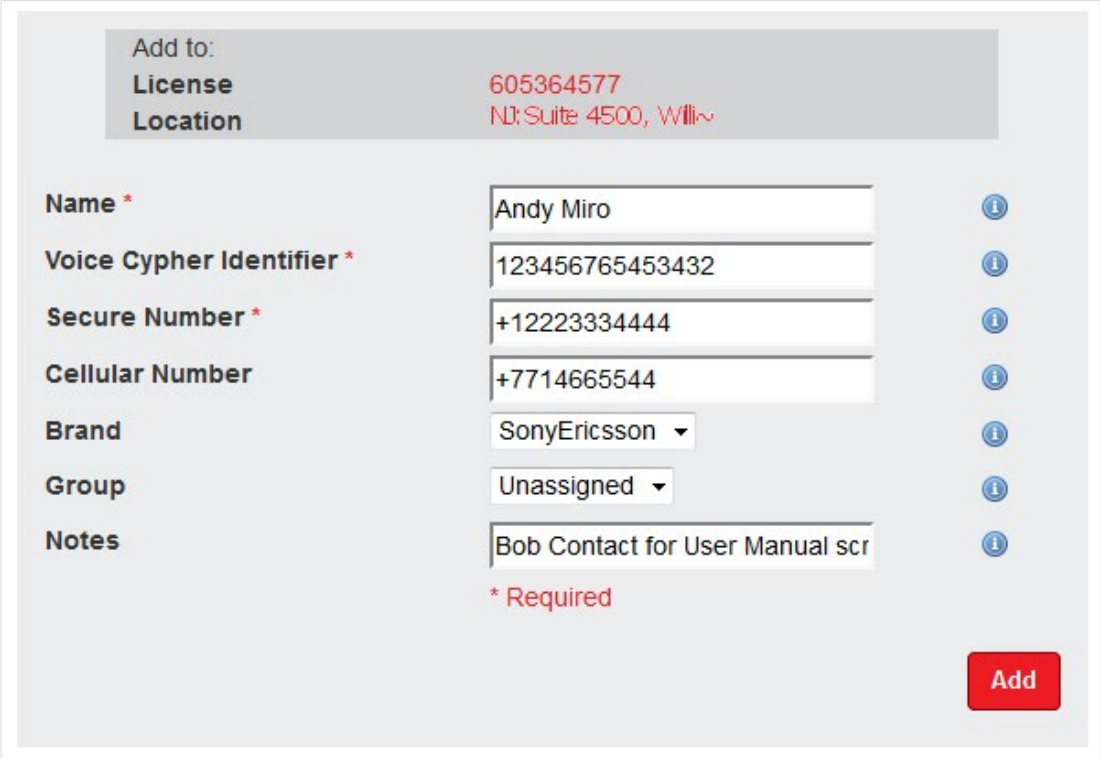


Figure 8: Adding a new Device

Enter the Device information as follows:

- Name is a text identifier for the Device or its User (e.g., "Support Phone 2" or "Andy Wiggles" or "Andy's BlackBerry"). This is only used within the Welcome Portal, but should be meaningful to you.
- Voice Cypher Identifier is the unique Device identifier (this is most easily retrieved from the Info screen of the Voice Cypher application running on that Device).
- Secure Number is the number needed by another Device to make a secure call to this Device (it must be unique, therefore it is best to use the same number as the Device's cellular number).
- Cellular Number is the Device's normal (insecure) cellular number. (This is not used by Voice Cypher, but it is useful to store this in the Welcome Portal, for example, in case you need to contact the Device via a standard cellular call or SMS for support purposes.)
- Brand is useful for indicating the user's platform type (Android,™ iOS, etc.) but if this information is not available, it can be left blank; a number of common brands are predefined in a drop-down list.
- Group is a drop-down list of any Groups you have already defined; to assign this Device to a Group, simply select it from the drop-down.
- Notes is a text field where you can capture any other information regarding the Device, e.g., why it has been provisioned, its intended role, invoice details, internal inventory number, etc.

My Devices

The My Devices page shows a list of Devices associated with a particular Order, Group or search list:

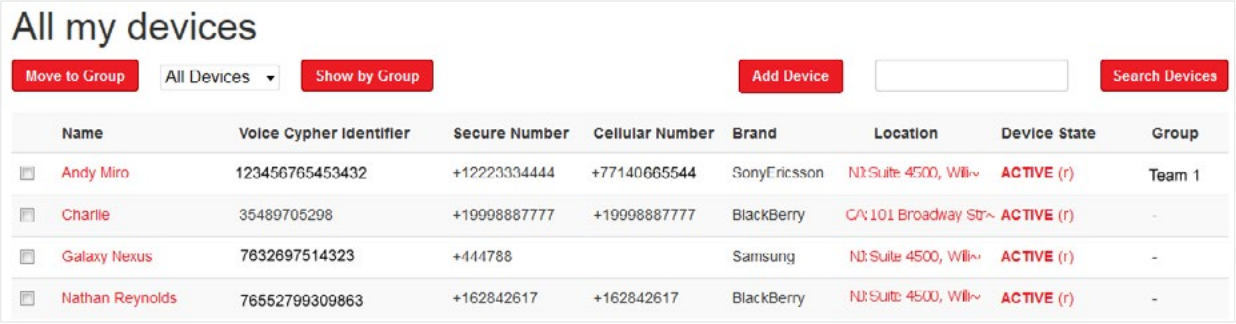


Figure 9: Device management page

The title line indicates which Devices are currently being displayed (in Figure 9, this is all the Devices for the logged-in user).

Each Device is shown with an identifying Name, its unique Voice Cypher Identifier, Secure Number, Cellular Number (if applicable; a tablet would not typically have a cellular number), platform Brand, Location, Device State and the Group it belongs to (if allocated to a Group). The state will be one of:

+ **ACTIVE.** The Device has been provisioned within the Voice Cypher system.
+ **INACTIVE.** The Device is associated with a License that has expired or is invalid.
+ **SUSPENDED.** The Device is not currently associated with a License (e.g., if more Devices have been provisioned within the system than can be supported by the License).
+ **(r).** At the end of any of the states listed above, this indicates the Device has registered successfully with the Voice Cypher system at some point after it was provisioned. (If this is not present, it indicates the Device may be having some other issue registering with the Voice Cypher system, e.g., network problems.)

To see the details of a specific Device (see "Device Details"), click on its **Name**.

To show the Devices in a particular Group, select the **Group name** from the drop-down list and click **Show by Group**.

To allocate one or more Devices to a Group, select the **Group name** from the drop-down list, check the **boxes** beside the Devices you wish to move into the Group, then click **Move to Group**. Any Devices already assigned to a different Group will be moved to the selected Group (a Device can only be associated with one Group at a time).

Specific Devices can be searched for by entering a relevant piece of information (e.g. part of its Name, Device ID, Secure Number or Brand) into the text box and clicking **Search Devices**.

You can also add a new device directly from this page. If you have only one License for devices, this will take you directly to the Add Device page; if you first need to select which License to add the device to, this will take you to the My Licenses page (see Figure 7).

Device Details

Details for a specific Device are displayed as follows:

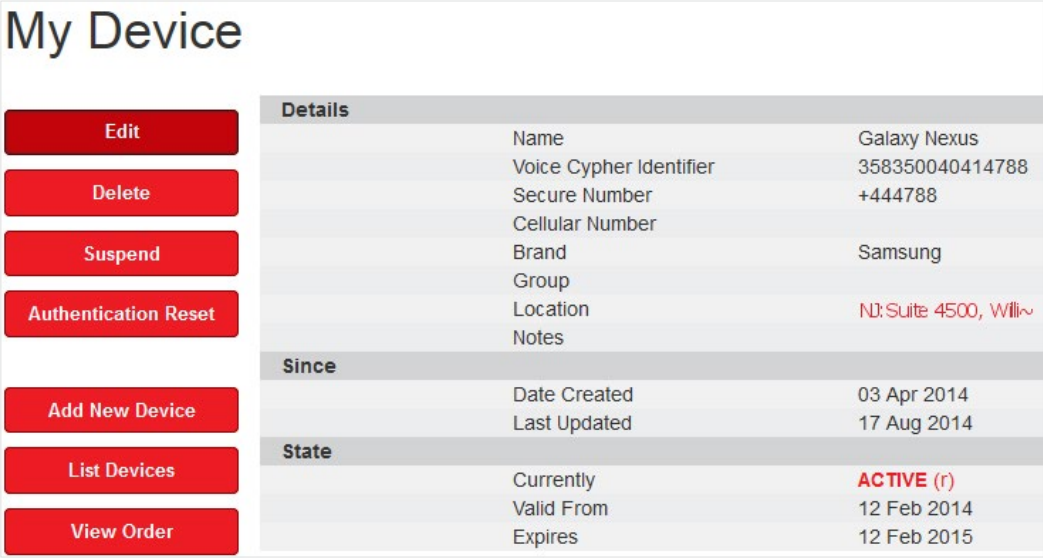


Figure 10: Details of a specific Device

Click **Edit** to change any of the Device details (the same screen is shown as in Figure 8).

Click **Delete** to remove this Device. WARNING: This will deprovision the Device from the Voice Cypher system and the Device will no longer be able to make or receive Secure Calls.

Click **Suspend** to deprovision this Device but retain its details. You may wish to do this if you find you have insufficient Licenses to allow all your Devices to be activated concurrently. For a suspended Device, this button changes to **Reinstate**; if clicked, this reprovisions the Device in the Voice Cypher system.

Click **Authentication Reset** if the user has had to reinstall the Voice Cypher application (e.g., if his device got corrupted) and his Device now shows a "certificate validation" error. This allows the user's Device to re-authenticate itself with the Voice Cypher service.

Click **Add New Device** to add a new Device to the same Order as the currently displayed Device; **List Device** to view all the Devices associated with this Order; or **View Order** to see the associated Order page.

My Groups

To simplify the management of a large number of Devices within an Order, you can create Groups and associated each Device with a Group (either when adding the Device for the first time, or by editing the Device details at a later point).

You could assign each department within your company a Group name, or use Groups to represent deployments or Devices, locations of End Users or whatever assists you best in associating Devices together.

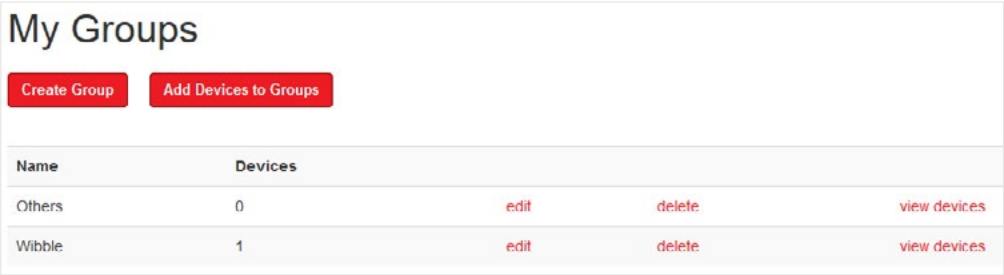


Figure 11: List of Groups

To create a new Group, click **Create Group**.

To add Devices to a Group, click **Add Devices to Groups** (this will display a list of All Devices as in Figure 9).

For the existing Groups listed, you can edit a Group's name, delete the Group or view devices in the Group.

NOTE: Deleting a Group does not affect any Devices in the Group—you are only deleting the association between the Devices.

Adding Devices to a Group

For an existing Device, you can either:

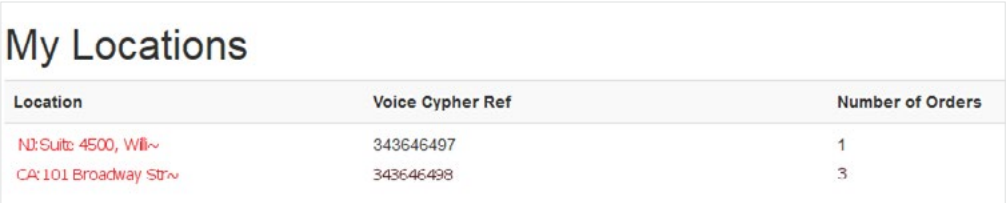
+ Navigate to its Device Details page (see Figure 8), click on the **Edit button**, then select the Group from the drop-down list of Groups.
+ Navigate to the Devices list (see Figure 9), select the **Device(s)** to move to the Group, then click the **Move to Group button**.

Devices imported from file can be associated automatically with a Group.

My Locations

Your organization may have more than one Location (site) from which Devices are deployed or used; each Location may have its own budget or account center, but if the order is assigned to you as the Customer Contact, then you will be able to manage all such Locations within the Welcome Portal.

This page lists the Accounts you can manage:



My Locations

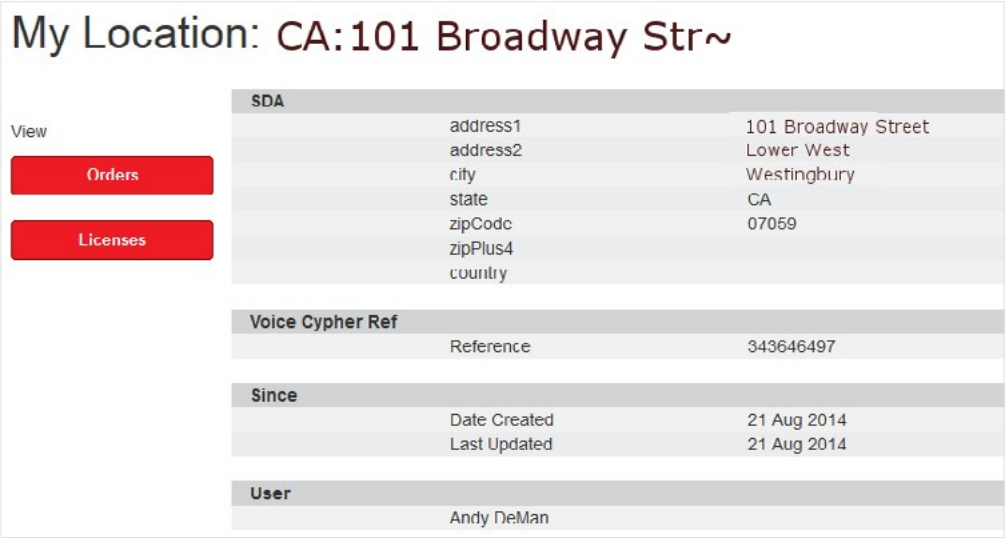
Location	Voice Cypher Ref	Number of Orders
NJ:Suite 4500, Will~	343646497	1
CA:101 Broadway Str~	343646498	3

Figure 12: Locations may refer to separate sites or accounts

Clicking on the respective Location takes you to the My Location page (see below).

Location Details

The details of a Location are shown on the My Location page:



My Location: CA:101 Broadway Str~

View

Orders

Licenses

SDA		
	address1	101 Broadway Street
	address2	Lower West
	city	Westingbury
	state	CA
	zipCode	07059
	zipPlus4	
	country	
Voice Cypher Ref		
	Reference	343646497
Since		
	Date Created	21 Aug 2014
	Last Updated	21 Aug 2014
User		
	Andy DeMan	

Figure 13: Details of a Location (Site or Account)

This information is determined from Orders received through the Verizon system, so it does not contain any editable fields. Each Location (i.e., site or account) is allocated a Voice Cypher Reference number.

From this page, you can click through to the Orders or Licenses associated with that Location.

Contact

This page provides a form for reporting technical issues with the Welcome Portal.

Glossary

Device—Any device capable of making and receiving Voice Cypher Secure Calls (e.g., a smartphone or tablet with Voice Cypher installed, or a Voice Cypher Gateway).

End User—A person or process that uses a Voice Cypher Device.

Group—A set of Voice Cypher Devices, grouped together for ease of management.

License—Defines the number of Devices that may be provisioned against an Order.

OS—Operating System.

PBX—Private Branch eXchange, a telephone exchange serving a particular business or office (rather than a communal carrier/telephone company).

Secure Phone Number—The number dialed by a Voice Cypher Device to make a Secure Call to another Voice Cypher Device.
Note: For ease of use, the Secure Phone Number is expected to be the same as the cellular phone number for that Device; for those Devices that are not cellular phones, the Secure Phone Number will be allocated by the system administrator.

Secure Call—Any form of communication session set up between two Voice Cypher Devices (including encrypted messaging, as well as encrypted voice calls).

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Issue 1.5 – 21st August 2014